

AMENDMENT

Amendments to the Specification: (identifying insertions and deletions).

- Please amend paragraph [0069], which begins on page 26, as follows:

[0069] FIG. 4 is a flowchart 400 for linking a user command 150 to a web service 104 and a web service command format according to an embodiment of the invention. The process 400 may begin when the automated attendant 100 determines the identity and/or location of the Web Services Description Language (WSDL) file that includes the relevant web service and web service command format information at 402. The user, the user's enterprise and/or some third party may provide such information, which may include the name or identify identity of the appropriate WSDL file and its address. The address of the WSDL file may be defined by, for example, a URL type address. This step may also involve the step of defining a configuration command (e.g., a name) for the WSDL file location. The configuration command may be used as a short cut for accessing web services information that may be included in a WSDL file. For example, suppose a web service 104 provides weather information. Suppose further that the web service 104 is listed under a particular WSDL file. A configuration command, "weather services," could be created which corresponds to the location of the WSDL file including the information relating to the web service providing the weather information. Thereafter, the configuration command may be used whenever the corresponding WSDL file needs to be accessed. Once the appropriate WSDL file has been identified and/or location determined, the automated attendant 100 may access the WSDL file and select the appropriate web service at 404. As previously described, each WSDL file may include a list web services, their descriptions and locations and associated web services command formats. Web services that are listed in the file may be reviewed and the appropriate web service to be employed may be selected. Each of the web services listed under the WSDL file may be associated with one or more web service command formats. The web service command formats may be specific to specific web services. For example, if a user 102 wishes to obtain the temperature of Boston, then a web service listed under the appropriate WSDL file may be selected. The selected web service may be associated with a web service command format that can be used to obtain the desired

information such as "GET TEMP (java.lang.String<city>)". In order to get the web service 104 to execute the desired command, the web service command that is submitted to the web service may be formatted accordingly, e.g., "GET TEMP (java.lang.String<Boston>)". Thus after selecting a web service, a corresponding web service command format may be selected by the automated attendant 100 at 406. Note that the proper web service command format may require that additional information be inputted whenever such a command is to be submitted. For instance, in the above example, the user 102 may be required to insert the name of the city (e.g., Boston) into the web service command. Therefore, the user command that is initially submitted to the automated attendant 100 may also include the same information field as may be required in the web service command (e.g., the name of the city – Boston). To illustrate, suppose the user command that is submitted has the format "temp", then the actual required user command string may be "temp<city>" (in the example above, the proper user command would be "temp Boston"). Upon receiving the properly formatted user command, the automated attendant 100 may process the user command and generate the corresponding web service command (e.g., "GET TEMP (java.lang.String<Boston>)"). Although it may be possible to submit a user command 150 that is already a correctly formatted web service command 152, this approach may not be the preferred technique since web server commands 152 tend to be very long. Thus, in order to facilitate a user in drafting requests to a web service 104, a user convenient user command 150 may be created using an IM client.